

viaPhone

user manual for the service

designed for users of viaPhone telephone service



Dear Madam / Dear Sir,

Allow us to say thank you on behalf of **T-Systems Czech Republic** for ordering the **viaPhone** telephone service. We highly appreciate your interest and we believe that you will be satisfied with our service as well. This **User Manual** should contribute to the above-mentioned. It is intended as a guide for the **viaPhone** service so that you could find all necessary information without useless wasting your time and in the easiest possible manner.

The Manual contains both the general description of the service and specific procedures for its setting and operation. The current information and novelties are available on the following website **www.viahome.cz**.

If you fail to find the answer to your question here, our Contact Centre would be pleased to answer it for you, either over the telephone on the following number **+420 236 099 333**, or via e-mail at the following address: **info@viahome.cz**

The **viaPhone** belongs to a family of telecommunication services intended for households – the **viaHome**, which also includes the **viaGIA** high speed Internet connection and the **viaTV** digital cable TV service. **These services are available for you in your apartment as well. More detailed information may be found on www.viahome.cz.**

Kind Regards,

The **viaHome** Project Team
T-Systems Czech Republic a.s.

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1 viaPhone service

1.1 Information about the service

Telephone services using modern VoIP (Voice over Internet Protocol) technologies represent a fully new approach to providing of public telephone service to households. With connection to the voice network of a new generation you will obtain an access to the technology, which fully enable to replace the classical transfer of voice. The viaPhone service will enable you to significantly reduce telephone costs thanks to low prices for calls while keeping the professional voice quality.

1.2 Technical information

- Type of connection: VoIP SIP
- Type of CODEC: G.711, G.729
- Display of the call line identity (CLI).
- Possibility to block outgoing calls controlled by the network (OCB-NC): for 900, 906, 909, 976 services, international calls, domestic mobile networks or their combination.

1.2.1 Necessary technical equipment

For the purpose of telephone calls, either **IP telephones** or a **classical analogue telephone with a special adapter (mediagateway)** may be used. Through the mediagateway, it is possible to connect a fax machine as well.

Unlike classical telephones, basic models of IP telephones are equipped with a wide range of extension functions such as volume regulation or information display. Higher level models are equipped with a large graphical display, where information concerning calls (received, not-received, outgoing) are displayed, including their length; incoming calls are identified by name from the telephone directory. An IP telephone makes many standard exceeding functions, which are well-known from mobile phones, available for the user.

The operation of IP telephones is easy; the user operates an IP telephone in the same way as they used to operate the classical telephone set. The IP telephone or the mediagateway is connected directly in the **Ethernet socket (RJ45) in your apartment**. Prior to first calling, it is necessary to **pre-configure** the IP telephone or the mediagateway, namely either on your own pursuant to the “configuration guideline”, which is available on www.viahome.cz, or, upon purchase from our contractual partners, to have the device pre-configured. The dealer will need from you the “**name of the user account**” (your viaPhone telephone number) and the “**password**”, which is, together with other information, available in the “Welcome Letter” you will receive from us after the service activation.

All IP telephone sets and adapters used for the viaPhone service shall support the SIP protocol. A list of types of telephone sets / adapters, which have been tested for the purpose of the use in the T-Systems Czech Republic network is available on www.viahome.cz in the IP telephone sets section.

1.3 Benefits of the service

The main benefit of the service is the prices of the telephone fees. If you compare the price list of T-Systems Czech Republic with prices of standard telephone lines or with the price list of mobile operators, you will be pleasantly surprised. If you wish to call at any time without the necessity to watch the length of your call, this service is made to your measure. If you order our viaGIA Internet service or viaTV cable TV, you will become entitled to an interesting discount for the use of the telephone service.

1.3.1 Key features

- public telephone service – all types of calling (local, distant, international, mobile, emergency and color lines)
- professional solution using the latest VoIP (Voice over IP) technologies
- attractive telephone charges – in the T-Systems network free of charge
- many advanced functions (e.g. display of caller's number, possibility of blocking selected types of outgoing calls etc.)
- wide selection of IP telephones
- detailed list of calls in an electronic form free of charge
- allocation of a new telephone number or possibility to keep the existing one (by its transfer from the previous operator)

1.3.1 At the same time you get with us

- experience and background of the largest telecommunication company in Europe
- professional quality and approach
- customer support
- 3P (triple play) solution – Internet, television and voice from one provider and on one technical platform
- continuous pro-active network supervision

1.4 Our offer

The viaPhone service is offered in three variants. The **viaPhone Standard** is a basic rate. If you order, together with the viaPhone service, the viaGIA connection to the Internet or the viaTV digital cable television service, you will be provided with the possibility to use better Combi rates. Of the above-mentioned, the **viaPhone Combi** rate has a lower monthly flat rate and slightly higher prices of telephone calls and for this reason, this service is more beneficial for persons who do not have too many telephone calls. The **viaPhone Combi Plus** is more beneficial for persons having more frequent telephone calls.

1.5 Service availability

All the services of the viaHome family (viaGIA, viaPhone and viaTV) are offered primarily in newly built residential premises. They are provided in cooperation with renowned development companies and they require for their operation high-quality indoor data distribution frames and an optical network infrastructure in the respective location. The use of these services is therefore possible only in the selected premises of specific locations. The current list of such locations is provided at our website: **www.viahome.cz** and it is updated on a continuous basis.

2 Operating the service – manuals and settings

2.1 Information on IP telephones and terminal devices

An IP telephone reminds you a classical telephone set as far as its appearance is concerned; however, the principle of work with voice is different in many aspects. It digitalizes the analogue voice signal directly and converts it into data packets of the IP protocol (the Internet protocol), which are then transmitted along the telephone network to the addressee of the call.

Basic use of IP telephone sets is easy, the user operates an IP telephone in the same manner as the classical telephone set; in addition, an IP telephone set makes many standard exceeding functions commonly known from a mobile phone available to the user.

For the purpose of the viaPhone service, it is possible to use a classical analogue telephone set as well, however with the use of a special adapter (a mediagateway).

Note: All IP telephone sets and adapters used for the viaPhone service shall support the SIP protocol.

2.1.1 IP telephones

The IP telephone set should be certified and it should be listed in the list of IP telephone sets (see below) approved for operation in the T-Systems Czech Republic network. Should it not be this case, then we are not able to guarantee reliability and availability of all the services. At the same time, the party shall not interfere with the operation of the network.

Detailed configuration descriptions of terminal devices, which have been tested for connection to the viaPhone service, are available on our website www.viahome.cz in the “**viaPhone - IP telephone sets**” section.

Not everybody is obviously able to manage the initial setting of the IP telephone set or adapter on their own pursuant to the “configuration guideline”. Therefore, **we recommend having the pre-configuration of the respective device performed from our contractual partners directly upon its purchase. However, it is necessary to request for such pre-configuration directly upon purchase of the respective device.**

Later on, configuration is paid pursuant to the price list of our contractual partners. The dealer will need from you the “**name of the user account**” and the “**password**”, which is, together with other information, available in the “Welcome Letter” (after you have ordered the service).

A list of the partners (dealers) may be found at the end of this instruction manual and on our website www.viahome.cz in the “**viaPhone - IP telephone sets**” section.

Supported devices

At present, the following devices have been tested for the purpose of the viaPhone service operation:

IP telephones:

- Siemens Gigaset C470 IP - cordless VoIP telephone
- Siemens Gigaset C450 IP - cordless VoIP telephone
- Grandstream BudgeTone 102
- Linksys SPA-921
- Linksys SPA-942
- Interbell IB-402

Adapters (mediagateways):

- Linksys PAP2T
- Cisco ATA 186
- Cisco ATA 188

Other devices are being tested. Actual list of them can be found at www.viahome.cz in the “**viaPhone - IP telephone sets**” section

3. Questions and answers (FAQ)

What is the viaPhone service?

viaPhone is a public telephone service using the latest VoIP technologies.

Where is the service available?

The service is available only in the selected premises in certain locations. The list of the respective locations is available on www.viahome.cz

How does calling through T-Systems Czech Republic work?

You call in the same manner as with an analogue telephone. The difference is in the used technology of processing and transmission of the voice signal, which the customer however is not able to realize in the course of the call.

What are the benefits of the use of services provided by T-Systems Czech Republic?

- Attractive price, which does not arise from reduction in quality nor comfort of the service operation
- The latest VoIP technology
- No obligations concerning minimum spent sum
- Displayed numbers of the person calling on the display
- Detailed list of calls in an electronic form provided free of charge
- Non-stop monitoring of the network, 24 hours a day

What is the main difference between IP telephony (viaPhone) and calling through the Internet (Skype, etc.)?

The basic difference can be seen in four areas – **security, quality, reliability and comfort of operation.**

Security starts as early as on the physical level, in addition user name and password are used. Even if the name and the password is disclosed, it is not possible to telephone from different socket than from the one located in the customer's apartment. In case of classical Internet telephony, it is possible, upon disclosure of the user name and password, to telephone from any location on the account of the owner.

Security but quality and reliability as well are based on the fact that your calls are not transmitted via the Internet, however, via the private T-Systems network. The fact that this network is totally under our control, enables us to reserve a certain band for them, which is available under any circumstances. It is not possible to experience any reduction in quality nor failures due to lack of bandwidth as it appears in case of the Internet telephony. The large bandwidth also offers a high-quality transmission of voice. In addition, the quality and comfort of calling results from the use of advanced telephones, without the necessity to have your computer switched on and wearing a headset all the time.

At the same time, T-Systems is one of the largest wholesale dealers for calling abroad for the main telecommunication operators, which means that you do not have to be worried that your call will end several meters away from the local exchange. Due to own Telekom Global Net international network, we guarantee high-quality calls all over the world.

Is it possible to save money with respect to monthly fees and telephone fees?

Yes, it is. The monthly fees and the price of telephone calls are based on the selected price plan (a tariff). The basic price plan is viaPhone **Standard**, which offers very interesting prices of telephone calls. The customer, who orders the viaGIA connection to the Internet or viaTV service as well, may reach other considerable savings due to a price advantageous plan viaPhone **Combi** or viaPhone **Combi Plus**.

What does mediagateway stand for?

Mediagateway is an adapter, which enables to connect an analogue telephone set or a fax machine to the data network (the viaPhone service).

Is it possible to fax?

Faxing is possible. However, the fax machine shall be connected through the mediagateway.

Most classical special-purpose fax machines work with the mediagateways recommended by our company in the T-Systems Czech Republic network without any problems. Problems and failures to function appeared in particular in case of multi-function devices of the printer / copying machine / fax machine type. We recommend consulting our Contact Centre prior to installation of the viaPhone service. **With respect to variety of fax machines and not always corresponding quality of modems, we are not able to guarantee the right function of fax machines.**

Is it possible to use modem (dial-up) connection?

It is not possible to guarantee an access to the Internet via a modem (dial-up) for technical reasons. Modem-based connections above the VoIP technology were managed to be performed fully in laboratory conditions only, and under conditions of real operation their realization is regarded as very difficult. The customers who use modem connection for administration of their bank accounts should therefore select another alternative. e.g. Internet banking, Mobil banking, Telephone banking, etc.

Is it possible to connect an old telephone set?

Yes, it is. An analogue telephone has to be connected via mediagateway.

Is it possible to use own IP telephone?

It is possible. Such a telephone should be certified and it should be listed in the list of IP telephones approved for operation in the T-Systems Czech Republic network. Should it not be this case, then we are not able to guarantee reliability and availability of all the services. At the same time, the customer shall not interfere with the operation of the network.

Is it possible to use an IP telephone without the 230V electric network adapter (power supply directly from an electric socket)?

This is not possible. IP telephones operated in the public telephone network of T-Systems Czech Republic require own power supply from a 230V socket in the location of installation. For this reason, an external power supply (adapter) must be used for power supply designed for the respective type of the telephone set. In most cases, it is included in the IP telephone delivery. However, in some cases it is necessary to purchase the adapter separately. Verify this information at your IP telephone dealer.

Is it possible to call to emergency and information lines?

Yes, it is. With the viaPhone service, you will have no problems to call emergency telephone numbers (such as 112, 150, 155, 158 ...), information numbers and the so-called "colour" lines (such as 800 xxx xxx, 840, 841, 844, 900 ...).

How long is the contractual relationship concluded for?

The contractual relationship is concluded for an indefinite period of time or for 24 months.

Methods of payments for the viaGIA, viaPhone and viaTV telecommunication services

The **viaGIA**, **viaPhone** and **viaTV** may be paid using either of the following methods:

1. Repeated payment by collection from an account (recommended method of settlement)

For this payment, it is necessary to arrange for the so-called **collection order** (encashment – in Czech "inkaso") in your bank allowing T-Systems to collect money for the provided services from your account. Further on, everything proceeds fully automatically and you do not have to care any longer. Within the collection, it is possible to determine the so-called collection limit – a maximum amount, which may be collected on a lump-sum basis within the framework of the respective collection payment (be careful about collection limit concerning payments in case of variable monthly amounts, such as telephone services).

Upon payment via collection, it is necessary to do the following:

- Fill in your account number in the Contract, to the debit of which collection is to be performed
- Arrange for the collection order in your bank and allow for collection to the credit of the below-mentioned account of T-Systems
- Do not fill in variable symbol (it is used as an identifier of the payment)

- Make sure that to the date of maturity (the 14th day in the respective month) there is sufficient balance on your account, to the debit of which collection is performed, so that collection may be executed

This form of payment releases you from the duty to watch the oncoming date of maturity every month and at the same time, you do not lose control over sums, which are to be withdrawn from your account automatically.

2. Lump-sum payment

Upon receiving the invoice, you perform a lump-sum payment, either electronically or in person at your bank. The number of the invoice is to be used as the variable symbol; you should not round the sum.

Bank details of T-Systems (applicable to both lump-sum direct payments and for collection):

Account name: **T-Systems Czech Republic a.s.**

Account number: **1905602**

Bank code: **0800**

The method of payment shall be selected beforehand in this Contract. In the course of validity of the Contract, the method of payment may be changed upon agreement with the Provider.

Unfortunately, it is not possible to perform payment by arrangement of a permanent payment order (the variable symbol serves as an identifier of the payment period – it is changed every month). In this case, it would not be possible to identify the incoming payment and you might be unjustly identified as a defaulter. Therefore, we would like to ask you not to arrange for a permanent payment order for payments concerning services provided by T-Systems – this will help you avoid problems with missing or delayed payments.

Is a division into periods of a busy and a light traffic (peak and off-peak hours) employed in T-Systems Czech Republic?

Yes, it is. There is a division into a period of a busy traffic (peak hours) and a period of a light traffic (off-peak hours).

The period of peak hours is on working days from 7:00 a.m. to 7:00 p.m.

The period of off-peak hours light traffic is on working days from 7:00 p.m. to 7:00 a.m., at weekends and on public holidays from 0:00 a.m. – 12:00 p.m.

Is it possible to maintain (transfer) the original telephone number?

Yes, it is. Upon ordering the service, it is necessary to request the T-Systems Czech Republic to transfer the number by filling in the form available on the relevant website. This concerns a service subject to the payment of a fee paid to the operator, which issued the number, through the T-Systems Czech Republic.

I failed to find the answer to my question here. What shall I do?

Address our Contact Centre, where our well-trained operators are ready to help you.

3 Our partners

For purchasing IP telephones, adapters and routers for **viaPhone** service, you can use **stores** or internet **e-shops** of our partners. In their offer, you can also find other telecommunication and computer components e.g. cables, connectors, network cards, web cameras etc.

We recommend to have the telephone pre-configured for the viaPhone service at our partners. However, it is necessary to ask for that directly at the purchase. This pre-configuration should be for free at most of our partners (see the list bellow). Other service calls are charged according to the partners' pricelists.

**POČÍTAČOVÁ POHOTOVOST s.r.o.**

Lublaňská 1731/19,
120 00 Praha 2 - Nové Město

nonstop: 603 75 76 77, 604 75 76 77

Tel.: 224 26 28 26

Fax: 224 26 30 52

e-mail: info@pocitacovapohotovost.cz

e-shop:

<http://www.mandat.cz>

Pre-configuration:

-- on request; for free

**LSG Group s.r.o.**

Jankovcova 13/1055
170 00 Praha 7 -Holešovice

Tel.: 245 004 000

e-mail: objednavky@lsg-group.cz

e-shop: <http://obchod.lsg-group.cz>

e-shop:

<http://praha.svet-it.cz>

Pre-configuration:

-- on request; for free



The provider reserves the right to change the document. The current version is available on
www.viahome.cz

If you have any question, do not hesitate to address our Contact Centre:

telephone: +420 236 099 333

(Mon – Fri: 8 – 18h)

e-mail: info@viahome.cz

Internet: www.viahome.cz

**Contact address (mail address for delivery – e.g. for sending filled-in Contracts) and the
Registered Office of the company (address incorporated in the Comm. Reg.):**

Kontaktní centrum
T-Systems Czech Republic a.s.
Na Pankráci 1685/17, 19
140 21 Praha 4
Czech Republic